



MH-CLIENT CARE SUPPORT II

CHARACTERISTICS OF WORK:

This is work involving providing support services to clients and patients of facilities administered by the Department of Mental Health. Workers in this classification are responsible for duties relating to the indirect care of clients which involves the performance of various tasks relating to the preparation and serving of foods and the cleaning of appliances, equipment and premises; or the operation of equipment and handling of articles in a laundry facility, including the identification, cleaning and finishing, and sorting laundered articles; or the performance of routine housekeeping activities including cleaning, linen supply, and reporting and follow-up action in connection with repair work. The duties are performed in accordance with specific assignments under direct supervision.

MINIMUM QUALIFICATIONS:

These minimum qualifications have been agreed upon by Subject Matter Experts (SMEs) in this job class and are based upon a job analysis and the essential functions. However, if a candidate believes he/she is qualified for the job although he/she does not have the minimum qualifications set forth below, he/she may request special consideration through substitution of related education and experience, demonstrating the ability to perform the essential functions of the position. Any request to substitute related education or experience for minimum qualifications must be addressed to the State Personnel Board in writing, identifying the related education and experience which demonstrates the candidate's ability to perform all essential functions of the position.

EXPERIENCE/EDUCATIONAL REQUIREMENTS:

Experience:

One (1) year of experience as a MH-Client Care Support I.

PHYSICAL REQUIREMENTS:

These physical requirements are not exhaustive, and additional job related physical requirements may be added to these by individual agencies on an as needed basis. Corrective devices may be used to meet physical requirements. These are typical requirements; however, reasonable accommodations may be possible.

Moderate Work: May frequently exert force equivalent to lifting up to approximately 25 pounds and/or occasionally exert force equivalent to lifting up to approximately 50 pounds.

Vision: Requires the ability to perceive the nature of objects by the eye.

Near Acuity: Clarity of vision at 20 inches or less.

Midrange: Clarity of vision at distances of more than 20 inches and less than 20 feet.

Ability to adjust focus: Ability to adjust the eye to bring an object into sharp focus.

Speaking/Hearing: Possesses the ability to give and receive information through speaking and listening skills.

Motor Coordination: While performing the duties of this job, the incumbent is regularly required to stand; walk; use hands to finger, handle or feel objects, tools or controls; reach with hands and arms; and stoop, kneel, crouch, or bend. The incumbent is occasionally required to sit; and climb or balance.

COMPETENCIES:

The following competencies describe the knowledge, skills, abilities, and attributes that lead to a successful employee in this position. An applicant will be expected to exhibit these competencies or the ability to reach competency achievement within a specified time. These competencies are linked to the essential functions of the job. Employees in this position may be evaluated on these competencies as part of the performance appraisal system. Example behaviors are listed below each competency and are used for illustrative purposes only. Specific behaviors may be identified and included later by the hiring agency. It is understood that some of these behaviors might not be acquired until a reasonable time after hire. Failure of an employee to successfully demonstrate some or all of these competencies, as deemed important by his or her reporting official, may result in the employee being placed on a performance improvement plan. If after a reasonable period of time, usually three (3) months, the employee fails to demonstrate successful performance, the employee may be terminated. These competencies include, but are not limited to, the following:

PUBLIC SECTOR COMPETENCIES:

Integrity and Honesty: Demonstrates a sense of responsibility and commitment to the public trust through statements and actions.

Models and demonstrates high standards of integrity, trust, openness, and respect for others. Demonstrates integrity by honoring commitments and promises. Demonstrates integrity by maintaining necessary confidentiality.

Work Ethic: Is productive, diligent, conscientious, timely, and loyal.

Conscientiously abides by the rules, regulations, and procedures governing work.

Service Orientation: Demonstrates a commitment to quality public service through statements and actions.

Seeks to understand and meets and/or exceeds the needs and expectations of consumers. Treats consumers with respect, responding to requests in a professional manner, even in difficult circumstances. Provides accurate and timely service. Develops positive relationships with consumers.

Accountability: Accepts responsibility for actions and results.

Is productive and carries fair share of the workload. Focuses on quality and expends the necessary time and effort to achieve goals. Demonstrates loyalty to the job and the agency and is a good steward of state assets. Deals effectively with pressure and recovers quickly from setbacks. Takes ownership of tasks, performance standards and mistakes. Has knowledge of how to perform one's job.

Self Management Skills: Effectively manages emotions and impulses and maintains a positive attitude.

Treats all people with respect, courtesy, and consideration. Communicates effectively. Remains open to new ideas and approaches, shows flexibility to complete job within defined parameters. Is able to lead and follow. Avoids conflicts of interest. Promotes cooperation and teamwork.

Interpersonal Skills: Shows understanding, courtesy, tact, empathy and concern to develop and maintain relationships.

Demonstrates cross cultural sensitivity and understanding. Identifies and seeks to solve problems and resolve conflict situations.

Communication Skills: Receives, attends to, interprets, and responds to verbal messages and expresses information to individuals or groups effectively.

Receives other cues such as body language in ways that are appropriate to listeners and situations. Provides thorough and accurate information. Asks questions for clarification and to insure understanding. Takes into

account the audience and nature of the information; listens to others, attends to nonverbal cues, and responds appropriately. May make oral presentations.

Self-Development: Adapts behavior or work methods in response to new information, changing conditions, or unexpected obstacles.

Seeks efficient learning techniques to acquire and apply new knowledge and skills; uses training, feedback, or other opportunities for self-learning and development. Develops and enhances skills to adapt to changing organizational needs. Remains open to change and new information and ideas; Applies all information, training, and resources to advance to the next level.

TECHNICAL COMPETENCIES:

Work Performance: Has the abilities and attributes to successfully perform the duties of the job.

Possesses the ability to count (for example, counting sheets). Possesses the ability to follow directions. Is timely (Comes to work on time when scheduled). Possesses the ability to work in a team.

Safety: Completes work assignments without hurt, injury, or lost time accidents.

First Aid: Is knowledgeable and able to perform basic emergency care or treatment to an ill or injured person before regular medical aid can be obtained.

Housekeeping: Performs housekeeping functions in a section of a residential facility.

Assists in the cleaning of rooms, halls, and the performance of other housekeeping activities. Distributes cleaning equipment and supplies to the different sections of the facilities.

Food Service: Prepares and serves meals to clients.

Follows recipes, measures ingredients accurately and performs work in the area of food presentation. Transports food from kitchen to steam tables in a cafeteria. Serves food to clients in a cafeteria line.

Laundry Service: Provides laundry service for residential facility.

Operates various equipment such as washers, tumblers, dryers, extractors, or other equipment in the processing of laundry. Identifies, sorts, and wraps laundered articles and prepares for delivery.

ESSENTIAL FUNCTIONS:

Additional essential functions may be identified and included by the hiring agency. The essential functions include, but are not limited to, the following:

1. Prepares and serves meals to clients.
2. Cleans and sorts laundry.
3. Performs housekeeping functions in a section of a residential facility.

EXAMPLES OF WORK:

Examples of work performed in this classification include, but are not limited to, the following:

Follows standardized recipes, measures ingredients accurately, and performs work in the area of food preparation.

Utilizes various kitchen equipment such as steam tables, refrigerators, and dishwashers.

Transports food from kitchen to steam tables in a cafeteria. Serves food to customers in a cafeteria line.

Washes and dries dishes, silverware, and trays.

Places food on trays; loads trays on carts and transports food to patients in cottages/buildings.

Sweeps, mops, and scrubs kitchens, dining rooms and large storage areas.

Receives and identifies incoming articles of laundry.

Operates various equipment such as washers, tumblers, dryers, extractors, or other equipment in the processing of laundry.

Finishes laundered items using flat press, iron, or feeding machines.

Identifies, sorts, and wraps laundered articles and prepares for delivery.

Assumes responsibility for linens used in a residential facility.

Assists in the cleaning of rooms, halls, and the performance of other housekeeping activities.

Distributes various types of cleaning equipment and supplies to the different sections of the facilities.

Reports needs for repairs.

Performs related or similar duties as required or assigned.

INTERVIEW REQUIREMENTS:

Any candidate who is called to an agency for an interview must notify the interviewing agency in writing of any reasonable accommodation needed prior to the date of the interview.